

Subject: Re: 1600 block Lindacrest Drive - trash pick-up issues
From: Leon Ho <leon.ho@lacity.org>
Date: 10/2/20, 12:23 PM
To: Brad Fingard <brad.fingard@lacity.org>
CC: Diana Gonzalez <diana.gonzalez@lacity.org>

Hi Brad,

Just an update, the supervisors have ensured collection of this block yesterday and will continue to monitor the area each week.

Thanks,

Leon Ho
Management Assistant
LA Sanitation and Environment
Livability Services Division
Email: leon.ho@lacity.org
Web: www.lacitysan.org

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On Thu, Sep 24, 2020 at 1:29 PM Leon Ho <leon.ho@lacity.org> wrote:

Hi Brad,

Our supervisors have been dispatched to investigate.

Thanks,

Leon Ho
Management Assistant
LA Sanitation and Environment
Livability Services Division
Email: leon.ho@lacity.org
Web: www.lacitysan.org

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On Thu, Sep 24, 2020 at 11:18 AM Brad Fingard
<brad.fingard@lacity.org> wrote:

Hi Leon,

A constituent reached out to us late last week about a few missed pickups of her bins (and others on her street) over the last few weeks. Based on the thread below it looks like the blue/black bins were missed on 8/27 and just the black bins were missed on 9/4 and 9/11.

Cheryl Karton
1613 Lindacrest Dr
email: ckarton@karton90210.com
cell: (310) 990-7727

Is there any remedy for this beyond just requesting a missed pickup service?

Thanks,
Brad

----- Forwarded message -----

From: **Natalie Pinedo** <natalie.pinedo@lacity.org>
Date: Fri, Sep 18, 2020 at 2:20 PM
Subject: Re: 1600 block Lindacrest Drive - trash pick-up issues
To: Cheryl Karton <ckarton@karton90210.com>

Hi Cheryl,

I'm very sorry to hear that the issue continues. I've notified Brad Fingard, the member of our team who oversees your neighborhood, so that he is aware of the situation and can follow up with Sanitation staff directly to see what the issue is.

Best wishes,
Natalie

On Fri, Sep 11, 2020 at 10:00 PM Cheryl Karton
<ckarton@karton90210.com> wrote:

Hi Natalie: Had hoped we would not need to bother you further. Hope you had a nice weekend.

Well, it is the end of the day on Friday 9/11/20 and our black can was not picked up today - it has now been 2 weeks since the black cans were picked up along the 1600 block of Lindacrest Dr. The blue and green containers were picked up today.

Once again it appears the black cans on the 1400 and 1500 blocks of Lindacrest were picked up - but not the 7 homes along the 1600 block of Lindacrest.

As mentioned to you in my email last Friday 9/3/20, I had submitted a LA San Service Request. On 9/10/20 I received an email from LA San indicating that the service request I placed on 9/3/20 was closed - I had hoped that meant service had been dispatched for the pick-up because at the time it was sent our black can had not yet been picked up. Since Monday was a holiday, I have waited until Friday when our normal Thursday pick-up would be made after a Monday holiday. Since the black can had not been picked up I'm not sure why the request was closed. I have submitted another request this evening.

Our household is just 2 adults so we generally do not fill up our black can each week - that is not the case with some of our neighbors who have children or larger households - their cans are beginning to overflow after two weeks.

Your assistance is most appreciated.

Cheryl Karton

1613 Lindacrest Dr

email: ckarton@karton90210.com

cell: (310) 990-7727

From: Natalie Pinedo <natalie.pinedo@lacity.org>

Sent: Thursday, September 10, 2020 12:57 PM

To: Cheryl Karton <ckarton@karton90210.com>

Subject: Re: 1600 block Lindacrest Drive - trash pick-up issues

Hi Cheryl,

Again, thank you for your patience. Please let me know if the trash pickup is missed tomorrow (a day later because of Labor Day on Monday). If it's missed, I'll elevate this to the Field Deputy on our team who oversees your neighborhood.

Best wishes,

Natalie

On Fri, Sep 4, 2020 at 4:38 PM Cheryl Karton <ckarton@karton90210.com> wrote:

Natalie:

I so appreciate you getting back to me. I assume you must have quite a bit of email sent your way. As you moved through your email from last week you would have seen that on Fri 8/28/2020 12:00 PM I sent an update that the trash from Thurs 8/27 was picked up.

Unfortunately, yesterday (Thurs 9/4/20) the black can was not picked up. Again, when I walked yesterday evening the black cans along the 1400 and 1500 blocks of Lindacrest had been picked up as well as the cans on surrounding "crest" streets. Last night I submitted a service request to LA Sanitation.

Last weekend (Sat 8/29/2020 10:55 AM) I did receive an email from Bryan in the LA Sanitation Customer Care Center saying: "Unfortunately, we are not made aware why normal collection does not take place for residents. Should this happen in the future please let us know so that we make record the missed collection and have a driver dispatched within 1-2 business days. I apologize that we do not have more information to provide you. If you need further assistance, please do not hesitate to contact us."

If there is some problem or reason why they cannot get through or if there is another issue we would really like to know. It does not seem right that we should have to contact them what seems to be every week (there were several weeks were I did not make a request; I know my neighbor had made one or two).

Hope you have a wonderful weekend.
Take care - stay safe.

Cheryl Karton

From: Natalie Pinedo
<natalie.pinedo@lacity.org>
Sent: Thursday, September 03, 2020
10:27 AM
To: Cheryl Karton
<ckarton@karton90210.com>
Cc: CD4 Issues <cd4.issues@lacity.org>
Subject: Re: 1600 block Lindacrest Drive
- trash pick-up issues

Hi Cheryl,

Thank you for reaching out to the Office of Councilmember David Ryu, and for your patience as we work to respond to every email that has come our way. I'm sorry to hear about the lack of trash service on your street and that you and your neighbors have reported it without it being resolved. I'll submit a request on my end to see if this helps with the issue. Please don't hesitate to contact me if the issue persists.

Best wishes,

Natalie

On Thu, Aug 27, 2020 at 11:25 PM
'Cheryl Karton' via CD4 Issues
<cd4.issues@lacity.org> wrote:

Many times over the last few months one or more of our trash containers has not been picked up on Thursday for homes on the 1600 block of Lindacrest Dr. (my husband and I live at 1613). Sometimes pick up has been made on Friday (which used to only happen if Monday was a holiday), but there have been instances

where two weeks have gone by for at least one of the containers. Today (8/27/20) neither the blue or black cans were picked up. At first we thought maybe it was pandemic related - but several times when walking or driving down the 1500 and 1400 blocks it appears their cans were picked up when the 1600 block was not.

My neighbor at 1643 has said she has made prior service requests - she thought maybe there was a new person on the route who was not familiar with the neighborhood - but after multiple requests the issue is continuing. Today I submitted our first service request to LA Sanitation.

We are trying to figure out why this seems to be happening so frequently and whether there is something that neighbors can do or if there is a specific person who we can communicate with directly who can assist on this issue.

Your assistance would be most appreciated. Thank you,

Cheryl Karton
1613 Lindacrest Dr
email:
ckarton@karton90210.com
cell: (310) 990-7727

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Natalie Pinedo

Case Manager

323-957-6415

davidryu.lacity.org

- General city services: **3-1-1**
- LA Dept of Mental Health (including mental health emergency): **800-854-7771**
- To assist with outreach services for people experiencing homelessness: [LA HOP](#) or **2-1-1**
- Center for Conflict Resolution: **818-705-1090**
- CA Coalition Against Sexual Assault: **661-327-1091**
- National Domestic Violence Hotline: **800-799-7233**
- Parking enforcement (blocked driveway, parking violation, etc): **213-485-4184**
- Police non-emergency: **877-ASK-LAPD (877-275-5273)**
- Traffic control (signal light out): **213-485-4184**
- Dept. of Water & Power: **800-342-5397**
- Immediate life threatening emergency: **9-1-1**

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Natalie Pinedo

Case Manager

323-957-6415

davidryu.lacity.org

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- Traffic control (signal light out): **213-485-4184**
- Dept. of Water & Power: **800-342-5397**
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Brad Fingard

Field Deputy

Los Angeles City Councilmember David Ryu

[818-728-9924](tel:818-728-9924)

<http://davidryu.lacity.org>

If this issue is a public safety matter, please use one of the below numbers to contact first responders and other city personnel:

- General City Services: 3-1-1
- LA Dept of Mental Health (including mental health emergency): 800-854-7771
- To assist with outreach services for people experiencing homelessness: [LA HOP](#) or 2-1-1
- Center for Conflict Resolution: 818-705-1090
- CA Coalition Against Sexual Assault: 661-327-1091
- National Domestic Violence Hotline: 800-799-7233
- Parking enforcement (blocked driveway, parking violation, etc): 213-485-4184
- Police non-emergency: 877-ASK-LAPD (877-275-5273)
- Traffic control (signal light out): 213-485-4184
- Dept. of Water & Power: 800-342-5397
- Immediate life threatening emergency: 9-1-1